

Aetna Better Health[®] of Kansas

Foster Care Desk Aid

Authentication process:

Member Service Representatives answering inbound calls will authenticate by asking for the following information:

- Members name
- Medicaid ID number
- Date of birth (DOB)

Member Services Phone number is **1-855-221-5656 (TTY: 711)**.

Member services is the main line to reach:

- 24/7 Nurse's line
- Appeals and Grievances
- Behavioral Health
- Service Coordination
- Claims
- Pharmacy
- Prior Authorization
- Transportation

The Member Service Representatives will answer most benefit questions; however, program specific questions will be referred to the identified contacts below.

Contacts:

Program specific questions will be referred to contacts listed here.

Information	Contact Number
Member Services and Questions	1-855-221-5656 (TTY:711)
Provider Services	1-855-221-5656
Dental (SkyGen)	1-855-918-2257
Vision (SkyGen)	1-855-918-2259

Program/Issue Area	Mailbox Address
Care Management/Service Coordination	AetnaBetterHealthKSCM@aetna.com
HCBS Waiver	AetnaBetterHealthKSHCBS_LTSS@aetna.com
Prior Authorization	AetnaBetterHealthKS_PriorAuth@aetna.com
PRTF Request and Questions	AetnaBetterHealthKS-PRTF@AETNA.com
Transportation	AetnaBetterHealthKSA2C@aetna.com
WORK Program	AetnaBetterHealthKSWorkProgram@aetna.com

During normal business hours the above mailboxes will be monitored beginning at 8 am and every hour through the normal close of business at 5 pm.

For **urgent issues** call **1-855-221-5656, (TTY: 711)** and ask to speak to a service coordinator manager or supervisor.

Service Coordination/Care Management Leadership:

Contact Name	Title	Email Address
Kristin Gernon	Director of Behavioral Health	gernonk@aetna.com 785-596-8498
Kellie Hans Reid	Foster Care Coordinator	hansreidk@aetna.com 785-596-8380
Kimberly Spearman	Children's System of Care Administrator	spearmank@aetna.com 785-596-8320